

Appendix E: Alabama Relay Complaint Logs from 2013 - 2017

**Alabama FCC Complaint Log 2012 - 2013**

Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/11/13	Customer reported no captions on CapTel 840 phone after installation.	01/11/13	Customer Service Representative discussed the proper setup of the CapTel 840 phone. Customer Service Representative concluded that customer's second phone line appeared to be inactive. Upon follow-up customer reported making and receiving captioned calls successfully.
2	06/26/12	Voice person stated that this agent wasn't typing what he was saying. He surmised this because his conversation was about specific information and the replies he received from his family member did not correlate. This had occurred several times. At one point, voice person interrupted the agent and the agent would not acknowledge him. The agent was also screaming the number into voice person's ear and this was not appreciated. Apologized for the inconvenience this may have caused and would refer this to the agent's direct supervisor. No follow up needed.	06/28/12	Communications Assistant was pulled and coached by a Supervisor. Communications Assistant was coached on the importance of keeping the customer informed. Communications Assistant was also educated on voice tone, politeness, and professionalism.
3	12/21/12	Customer reported difficulty with the CapTel 800.	12/24/12	During troubleshooting, Customer Service Representative found that the customer's phone service had been deactivated. Customer Service Representative advised customer's helper to contact the customer's phone provider for further assistance.

## Alabama FCC Complaint Log 2013 - 2014

Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/13	Customer reports she is not able to call long distance through the Alabama Relay. Her Carrier of Choice is not recognized. Updated Relay database. Identified problem to be in the Lubbock Center. Ticket was assigned to the Lubbock Relay technician. Follow up requested. Internal Update Performed.	06/06/13	From technician: Frontier rep called later on behalf of the customer. He sees no problem with any other calls, only Relay. Frontier explained the customer's LAN is on the XX border. Frontier PIC code should be XXXX. Technician made a production test call with the above ANI and the call processed. The error was due to coming in on the customer service product. Opened sub Trouble Ticket to resolve this translation issue. Sub Trouble Ticket results: Issue found with access tandem it should go out XX access tandem and not XX access tandem and Frontier PIC code should be XXXX and go out trunk group XX. Main complaint closed on 6/6/2013 and sub complaint closed on 6/12/2013. Called customer three different times. (No answering machine nor pickup. Since customer has not filed a complaint again after this issue was resolved, assume that the customer has not encountered further problems.)
2	01/25/14	Customer reported threatening messages on the CapTel 800.	02/05/14	Customer Service Representative explained that the captionist will caption everything they hear. Customer Service Representative explained that it is possible the conversation was from something in the background. Customer Service Representative advised customer to locate the date and time of the conversation in question.
3	04/24/14	Customer reported not receiving captions on a previous call but had captions on subsequent calls.	05/01/14	Customer Service Representative apologized for the incident and thanked customer for reporting their experience. Customer Service Representative confirmed customer currently has captions. Upon investigation Call Center management confirmed that a CA was on the call. The CA documented no audio and reported incidence to a supervisor. CA's workstation was investigated to ensure that the difficulties do not continue.

## Alabama FCC Complaint Log 2014 - 2015

Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/10/14	Customer reported receiving 'account login failure' on the CapTel 800.	9/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that is now resolved. Customer Service Representative advised the caller to try their call again and the customer confirmed they were able to make a captioned call successfully.
2	01/23/15	Customer stated she informed agent of whose voice mail she wanted to leave a message on but the agent put the call through to the wrong voice mail.	1/23/15	Supervisor coached the agent to remain focused and if necessary, to verify the number to dial.

3	01/23/15	Customer stated two Communications Assistants, on two separate calls to the same number, did not keep her informed of what was going on. The first Communications Assistant did not announce who answered the call, or how it was answered which left the customer confused. The second Communications Assistant left out names of who she was speaking with and the customer could tell that not everything was being relayed to her.	1/28/15	1/23/15 - A supervisor discussed the customer report with agent. (1) The agent recalls that the outbound answered with a long company name which the agent was unable to type as the inbound customer was also speaking. The agent asked the outbound to repeat the greeting that was spoken and the outbound responded only "Hello" and did not repeat. 1/28/15 - A supervisor discussed the customer report with agent. (2) The agent did not recall the specific incident. The agent was reminded of the importance of typing verbatim and to pace fast speakers and to request repeating as needed.
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### Alabama FCC Complaint Log 2015 - 2016

Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/24/15	TTY user called and reached this Communication Assistant, gave number to dial and then was cut off. The TTY user had called back to Relay and happened to get the same Communication Assistant, gave number to dial and again was cut-off. TTY user would like to know why or what happened for the call to get cut-off. Assistant Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	08/24/15	Communication Assistant was coached to follow the disconnect procedures in place, and if necessary to ask for Supervisor assistance. Follow-up sent via email as per request.
2	01/29/16	Caller reported her son uses TTY and was unable to place a long distance call through Alabama Relay. Customer Service apologized to caller and opened a Trouble Ticket. Sprint Relay Customer Service did follow-up with caller after having received resolution from the Sprint Technical Department. Caller will resolve issue with their long distance carrier and notify Sprint Relay Customer Service of their choice for long distance on 2/9/2016.	02/08/16	Sprint Relay Customer Service followed up with the caller on 2/9/2016 after having received resolution from the Sprint Technical Department. Caller needs to resolve issue with their long-distance carrier then notify Sprint Relay Customer Service of their choice for long distance.

3	04/15/16	The customer requested the Communication Assistant to get their balance information from an automated system. After the provided information was entered and the balance was relayed, the Communication Assistant informed them the recording was playing and eventually the recording hung-up. The customer was confused as to why the Communication Assistant stopped typing after the balance information was relayed. The Assistant Supervisor apologized for any inconvenience and assured the customer the information would be forwarded appropriately. No follow-up requested.	04/15/16	The Supervisor met with the Assistant Supervisor as well as the Communication Assistant who processed the call. It was determined that the Communication Assistant followed the instructions appropriately and made no error. No follow-up requested.
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### Alabama FCC Complaint Log 2016 - 2017

Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/14/17	Customer reported inaccurate captions on the CapTel 800.	02/28/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with the Call Center management for follow up with the Communications Assistant by the Communications Assistant's supervisor. The Communications Assistant's supervisor provided coaching and increased monitoring frequency for the Communications Assistant to ensure consistent quality performance.
2	02/17/17	Customer states the Communications Assistant did not provide the option to get the balance requested. No follow-up needed.	02/17/17	Apologized to the customer. The Supervisor on duty had gone over to assist the Communications Assistant at the time as they had asked for assistance. The Supervisor was unable to verify that there was no option to get the balance. The customer had left the line too quickly. The Communications Assistant was coached to follow procedures in getting assistance.

## Appendix F: Alabama TRS Outreach Performed

Year 2013 – 2014:

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# OUTREACH EDUCATION

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## Outreach Activities

Alabama Relay promoted relay service awareness through product and service demonstrations, exhibitions, presentations and information dissemination throughout the state as well as through event sponsorships. The Alabama Relay subcontractors further assisted the Relay Program Manager at outreach events, including exhibitions and visits at:

- Strawberry Festival in Castleberry
- Family Fun & Fitness events at Railroad Park
- 60th Anniversary of International Association of Administrative Professionals (IAAP) seminar - Mobile Chapter
- Senior Lifestyle Expo in Mobile
- Delta Rendezvous in Stapleton
- Medical clinics, churches, veterans facilities, senior living communities, assisted living centers, community centers, audiology offices and hearing aid dealerships



## Year 2014 – 2015:

### Outreach Activities

Alabama Relay promoted relay service awareness through product and service demonstrations, exhibitions, and presentations; relay service videos and public service announcement clips via its website; and event contributions.

The Alabama Relay subcontractors further assisted the Relay Program Manager at outreach events, including:

- Chamber of Commerce's Business Expo in Mobile with 200-plus vendors and 2,000 attendees.
- Four-day Southern Women's Show in Birmingham with over 3,500 in attendance.
- Seven-day National Peanut Festival in Dothan with more than 150,000 attending.
- Three-day 30th Annual Junior League Christmas Jubilee in Mobile with 15,000-plus in attendance.
- Osher Lifelong Learning Institute all-day workshop at Auburn University.
- 20th Annual Senior Appreciation Day/Veteran Recognition Day in Andalusia; 850-plus attended.
- Strawberry Festival in Loxley; over 2,000 attended.
- 22nd Annual Cotton Patch Festival in Unadilla; 500-plus people attended.
- Senior Lifestyle Expo in Mobile, with a record-breaking attendance of over 2,000.

*See appendix for a comprehensive list of outreach activities.*

Alabama Relay outreach specialists also demonstrated, exhibited, presented, and distributed literature at the following:

- College football games
- Flea markets
- Chambers of Commerce
- Veterans lodges
- Sail centers
- Community centers
- Senior living apartments
- Conference calls via Skype



**ALABAMA RELAY WENT TO:  
88 TOWNS, REACHING  
NEARLY 188,500 PEOPLE**

## Year 2014 – 2015 (continued):

There are four Alabama Relay contractors. While they focus mainly on CapTel, they also provide information about other TRS services.

### **July 2014**

Contractors presented to veterans at:

- VA Medical Center in Prattville (45 attended)
- VA facility in Troy and Tuskegee (45 attended each)
- Veterans' medical center in Athens (30 attended)
- Veterans' facility in Northport (30 attended)
- Veterans and staff employees at the VA medical facility in Scottsboro (35 participated)
- Veterans, of whom the majority were former pilots at a VA facility in Hueytown (25 participated)

In Mobile, contractors spoke at:

- Brookside Apartments
- Grand Friends Adult Day Care
- Legacy Oaks
- Knollwood Apartments
- Providence Outreach Center
- Tillmans Corner Senior Center
- Senior Community Center in Mobile (20 attended)

In Daphne, contractors spoke:

- Brennity at the senior living center
- Baldwin House Assisted Living
- Catherine Place
- The Blake at Malbis
- Hearing clinic
- Ahepa 310 XII apartments

Contractors presented at:

- Bayou La Batre Senior & Community Center (20+ attended)
- Henry Roberts Community Center in Gulf Shores (30+ attended)
- Foley Senior Center (20+ participated)

Contractors spoke at the:

- Civic Center Senior Program and Sail Center III Loxley
- GP Thames Senior Center in Robertsdale
- Westminster Village in Spanish Fort

Contractors spoke at the following facilities in Foley:

- Live Oak Independent and Assisted Living facility
- Country Place Living Senior Center
- Golden Living Center

A contractor spoke to:

- A family member at a nursing home in Tuscaloosa
- Buyers at a yard sale in Birmingham
- Friends via phone conferences and Skype conferences

### **August 2014**

A contractor presented to veterans at:

- VA facility in Aliceville (25 attended)
- VA medical facility in Montgomery (35+ attended)
- Elks Lodge in Anniston
- VA facility in Moundville (35+ attended)
- Veterans Administration clinic in Oneonta (25 attended)
- Elks Lodge in Eutaw (25 attended)

Contractors presented at the:

- Mt. Vernon Senior Citizens Center (25+ attended)
- Mt. Vernon Sail Center (10+ attended)
- Creola Sail Center (10+ attended)
- Coastal AL Business Chamber of Commerce at The Haven in Gulf Shores
- Advanced Audiology in the towns of Orange Beach, Gulf Coast and Village Gulf Shores
- Orange Beach Senior Center (25+ attended)
- Orange Beach Community Center (10+ attended)
- Boykin Senior Center (25+ people)
- Grand Bay Senior Center (25+ people)

In Daphne, contractors spoke:

- The Brennity Senior Living
- The Gardens
- Senior Center (20 attended)

In Brewton, contractors spoke:

- Escambia County Area on Aging
- West Gate Village
- Meadows Assisted Living
- East Brewton Senior Citizen Center (50+ people)

In Fairhope, contractors spoke at:

- Key Allegro Villas
- Ear Lab Audiology and Hearing
- Ascent Audiology
- James R. Nix Senior Center (25 attended)

A contractor distributed a CapTel flyer during open football practice at the University of Alabama-Tuscaloosa.



## Year 2014 – 2015 (continued):

### **September 2014**

Contractor presented to veterans at:

- VA facility in Pleasant Grove (20 attended)
- Elks Lodge in Northport (20 attended)
- VA facility in Etowah (20 attended)
- VA facility in Riverside (30+ attended)
- Elks Lodge in Scottsboro (37 attended)

In Andalusia, contractors spoke at:

- Savannah Trade Assisted Living
- Masons Serenity House
- Andalusia Manor
- Belton
- Miracle Ear
- Audibel
- Adult Activity Center (25+ participants)

In Evergreen, contractors spoke at:

- Conecuh County Resource Center
- EMC Wellness Center
- Baptist Church
- United Methodist Church

In Montevalle, contractors spoke at:

- Meadows of Montevalle
- Crown Management
- Chamber of Commerce
- Englewood Health Care Center
- Annie Parish Senior Community Center (15+ attended)

In Thomasville, contractors spoke at:

- Country Oaks #1
- Country Oaks #2
- Retirement Center
- Belstone
- Senior Center (30+ attended)

In Mobile, contractors presented/exhibited at:

- JRC Technology
- JMF Solutions
- Mobile Chamber of Commerce's Business Expo with 200+ vendors and 2,000 attendees

Contractors presented at the:

- Senior Center in Frisco City (15+ attended)
- Senior Center in Grove Hill (25+ attended)

In Evergreen, CapTel contractors presented at:

- Retirement Center (25+ attended)
- Greater Nazarene Family Life Center (10+ attended)
- Community Action Agency (10+ attended)

A contractor spoke and distributed flyers in Birmingham at a two-day yard sale.

A contractor demonstrated and explained CapTel at a cousin's welcome home party where two soldiers were recently hard of hearing as a result of the war.

A contractor distributed CapTel flyers at the University of Alabama football game in Tuscaloosa.

A contractor spoke:

- Via a phone conference (11 participated)
- At a flea market in Leeds
- At a yard sale in Gardendale

### **October 2014**

Contractor explained CapTel to veterans at an Elks Lodge in Scottsboro (37 attended).

In Evergreen, contractors spoke at:

- Conecuh County Resource Center
- EMC Wellness Center
- Baptist Church
- United Methodist Church
- Retirement Center (25+ attended)
- Greater Nazarene Family Life Center (10+ attended)
- Community Action Agency (10+ attended)

A contractor spoke at a:

- Flea market in Leeds
- Yard sale in Gardendale

In Citronelle, contractors spoke at:

- Ashbury Manor
- Assisted Living Center
- Whitens Country Haven
- Turners Magnolia Manor
- Ahepa (30+ attended)
- Senior citizen facility (20+ attended)

### **OCTOBER 2014**

Two contractors exhibited and demonstrated CapTel at the four-day Southern Women's Show in Birmingham with 3,500+ in attendance.

Contractors spoke in Semmes at the Senior Center and Ahepa 310X (30+ attended).

### **November 2014**

Contractors presented at a:

- VA lodge in Huntsville
- VA Hospital in Tuskegee (75+ attended)
- VA Hospital in Scottsboro (50+ attended)

In Foley, contractors spoke at:

- Hearing & Balance office
- Live Oak Independent & Assisted Living
- Country Place Senior Living
- Belstone hearing aid office
- Senior citizen center

Contractors spoke at the:

- Senior Coalition Network meeting in Mobile
- Assisted living facility in Dauphin Way (30+ attended)
- Seniority of Mobile (25+ attended)



## Year 2014 – 2015 (continued):

- The Blake at Malbis in Daphne
- GP Thames Senior Center in Robertsdale (30+ attended)
- Station Arts & Crafts Festival in Petterman (1,000+ attended)

### **NOVEMBER 2014**

Contractors exhibited CapTel at the seven-day National Peanut Festival in Dothan with 150,000+ attending.

Contractors exhibited CapTel at the three-day 30th Annual Junior League Christmas Jubilee in Mobile with 15,000+ in attendance.

A contractor spoke to a client one-on-one and a senior citizen liaison in Selma

A contractor demonstrated CapTel at a family gathering in Tuscaloosa

A contractor distributed CapTel flyers at the University of Alabama football game

### **December 2014**

Contractors spoke at:

- Luncheon for disabled veterans in Troy (30+ attended)
- Retirement lodge in Gadsden (30+ attended)
- Friend's gathering in Tuscaloosa
- Civic Center where senior citizens received a free blood pressure check in Chickasaw (40+ attended)
- Senior citizen center in Gilbertown (30+ attended)
- Community center in Chastom (20+ attended)
- Senior citizen center in Citronelle (35+ attended)

In Monroeville, contractors spoke at:

- The Meadows
- Cedar Chase retirement apartments
- Englewood Health Care Center
- Chamber of Commerce

In Gulf Shores, contractors presented at the:

- Pleasure Island Senior Community Club meeting (50+ attended)
- Harry Roberts Community House & Senior Center

In Bay Minette, contractors spoke at:

- Southern Oaks
- Azalea Assisted Living Place
- Naro Audiology
- North Baldwin Chamber of Commerce

Contractors presented to the:

- Area Agency on Aging in Bay Minette (25+ participants)
- Excel Senior Citizens in Monroeville (25+ participants)

Contractors visited the:

- Council on Aging in Evergreen
- Kiva Dunes and The Haven in Gulf Shores

### **January–March 2015**

Contractors networked at:

- Southern Alabama Regional Medicare planning committee in Mobile (25+ attended)
- Tillmans Corner Area Chamber of Commerce Business Luncheon (50+ attended)
- Open House at the Sail Center in East Brewton (25+ attended)
- Westside Methodist Church Health Fair in Mobile (50+ attended)
- Fifth Annual Health Fair at Bishop State Community College in Mobile (200+ participants)
- Sail Center Open House and Information Assistance in Summerville (20+ participants)
- Sail Center in Bayou La Batre (25+ participants)
- Sail Center's open house in Flomaton (25+ attended)
- Meeting of Senior Alliance in Gulf Coast

Contractors presented CapTel to:

- Veterans at the Elks Lodge in Athens and Montgomery (50 attended at each)
- Blue Cross/Blue Shield "We Care" program audience (100+ attended)
- Elks Lodge in Tuskegee and Holt (40+ attended at each)
- Veterans at the Elks Lodge in Lanett and Jasper (40+ each attended)

Contractors spoke at the:

- Medicare Birthday Bash in Atmore
- South Alabama Planning Commission Area Agency on Aging (Unity House) (20+ attendees)
- Sail Center in Prichard (20+ attendees)
- Sail Center in Mt. Vernon (25+ attended) and in Daphne (20+ attended)
- Senior Center in Summerdale and Wilmer (20+ attended at each)
- General meeting of the "Silver Haired Club" in Mobile
- Sail Center in Grand Bay (20+ attended)
- Senior Center in Escambia County (50+ attended)
- Flea market in Gardendale
- Dumas Wesley Community Center in Mobile (40+ attended)
- Senior Community Center in Mobile (100+ attended)

Contractors attended a Federal CapTel webinar hosted by Sprint's Federal Relay manager

A contractor presented Federal CapTel at the:

- Elks Lodge in Lincoln
- Elks Lodge in Tuskegee

### **EARLY 2015**

Contractors attended and supported the CapTel manager at the Osher Lifelong Learning Institute all-day workshop at Auburn University.

## Year 2014 – 2015 (continued):

Contractors shared a booth with another vendor at the Azalea Festival in Semmes. 8,000 attended.

### **April 2015**

Contractors exhibited CapTel all day at the 20th Annual Senior Appreciation Day/Veteran Recognition Day in Andalusia; 850+ attended.

A contractor presented Federal CapTel at the

- Elks Lodge in Athens and Jackson (60 attended each)
- Elks Lodge in Marion and Clanton (40 attended each)
- Veterans' lodge in the towns of Pisgah and Warrior (30 attended at each facility)
- Veterans at a Health & Wellness Fair at the Homestead Village in Fairhope (100+ attended)

Contractors spoke at:

- Recreation center at Gulf Shores (100+ attended)
- Senior/Adult activity center at Orange Beach
- Newcomers club at Baldwin County (50+ attended)
- Unity house in Atmore (25+ attended)
- Southern Alabama Regional Planning Commission (35+ attended)
- Flea market in Gardendale for 2 days
- Health Fair at the Georgetown-Churchville United Methodist Church in Semmes (50+ attended)

Contractors exhibited CapTel at the Strawberry Festival in Loxley. 2,000+ attended.

The Relay Program Manager placed a full-page advertisement for the CapTel 2400 in the 2015-2016 Senior Resources Directory with a reach of 185,000 people and 100 vendors, and in other publications on various dates.

### **May 2015**

Contractors explained Federal CapTel to veterans in:

- Athens and Decatur (40+ attended each)
- Athens, Eutaw, Jackson and Grapetown (35 attended each, totaling 140)
- Vance, Pinson, Demopolis and Cananda (50 veterans attended each location, totaling 200)
- Tallapoosa, Langley and Helen at Elks Lodges

Contractors spoke at:

- Open House & Information Assistance at the Sail Center in Atmore (30+ attended)
- Medicare event at the Sail Center in Mt. Vernon (50+ attended)
- Regional Senior Community Center in Mobile (100+ attended)
- 22nd Annual Cotton Patch Festival in Union (500+ attended)
- Flea markets in Prattville, Smith Station, Troy and Fort Payne

Contractors presented, demonstrated, and answered questions from residents of the Ahepa (Section 8) apartments:

- 310 I, V, V and VII in Mobile
- 310 X in Semmes
- 310 in Clonelle
- 310 XII in Dauphin
- 310 III in Fairhope
- 310 VIII in Irvington

### **MAY 2015**

Contractors exhibited at the day-long Senior Lifestyle Expo in Mobile, with a record-breaking attendance of over 2,000 people.

Alabama Relay/Sprint CapTel was given two tables in a prime location. Based on this exhibit, the contractors were invited to explain CapTel the next day at a senior luncheon in Mobile with 200-plus people in attendance.

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88 TOWNS, REACHING  
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# OUTREACH & DELIVERABLES

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The Alabama Relay Customer Relations Manager, Sprint Relay team members, and the Outreach Experts, Inc. specialist promoted relay service awareness via product and service demonstrations, exhibitions, presentations, information dissemination, and via the updated Alabama Relay website at [www.alabamarelay.com](http://www.alabamarelay.com). Activities focused on traditional TRS, Speech-to-Speech (STS), and CapTel. Some highlights from July 2015 to June 2016 include:

- Three-day National Leadership Training Conference in Birmingham; 200 attended.
- 50th Baldwin Senior Lifestyle Expo in Robertsdale; 500 attended.
- Four-day Southern Women's Show in Birmingham; 3,500 attended.
- Two-day Speech & Hearing Association Conference in Birmingham; 300 attended.

## Consumer Meetings

With assistance from the Case Manager at the Alabama Telecommunications Access Program's (ATAP) Birmingham regional office, the Customer Relations Manager and Sales Account Executive organized in-person meetings with:

- ATAP representatives
- Vocational rehabilitation counselors in vocational rehabilitation
- Coordinator of mainstreamed school programs
- Staff and students at the Alabama School for the Deaf
- Community members
- Employees at the AIDB Regional Center in Birmingham for a fundraising event, which Alabama Relay also participated in

**Year 2015 – 2016 (continued):**

In addition:

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
July 2015							
27	Alabama Relay Customer Profile Form	Statewide	All	D/HH/STS	N/A	Created a four-page Customer Profile form for relay users to document their preferences.	Preferences include frequently dialed numbers, emergency numbers, Communication Agent gender, Speech-to-Speech features, and others.
August 2015							
14	Alabama Relay Annual Report	Statewide	TRS & CapTel with Sprint Relay updates	N/A	N/A	Wrote a 21-page report on relay trends and outreach performed for the period of July 2014 to June 2015.	Contract requirement states to submit a draft on 8/15 of each year.
19	CapTel Media	Statewide	CapTel	n/D/HH	N/A	Developed and produced 3 public service announcements (2 in English, 1 in Spanish) on the Amplified CapTel 840i phone and service.	Episodic PSAs included: 15- and 30-second in English, 30 second in Spanish.
September 2015							
13	Alabama Relay Website	Statewide	All	n/D/HH	N/A	Updated the website to be mobile-friendly, added 5 CapTel testimonial videos, and other updates.	
15	Medicare	Mobile	CapTel	HH/H	1,000	Medicare workers requested the CapTel nylon bags to be used for holding gifts to new Medicare recipients.	
19	Alabama Black Deaf Advocates	Montgomery	All	D/HH/H	N/A	Sponsored this organization's "Election Day" event.	A WD ad was placed on the ALBDA's Facebook page.
22	Alabama Relay Annual Report	Statewide	TRS & CapTel with Sprint Relay updates	N/A	N/A	Updated and revised certain sections of this annual report.	Contract requirement states that a final version is due 9/30 of each year.
24 - 26	National Leadership Training Conference	Birmingham	All, plus Federal Relay	D/HH	200	Alabama Relay exhibited TRS, CapTel, WD, and Federal Relay at this 3-day NLTC conference.	The NLTC is under the auspices of the National Association of the Deaf. CG and KG were the Sprint team exhibitors.

**Year 2015 – 2016 (continued):**

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
<b>October 2015</b>							
1	50th Baldwin Senior Life-style Expo	Robertsdale	CapTel	H/HH	500	An Outreach Experts, Inc. representative exhibited CapTel	(OE) Mobile area
8 + 11	Southern Women's Show	Birmingham	CapTel	H/HH	3,500	An Outreach Experts, Inc. representative exhibited CapTel at this 4-day event	(OE)
29	Fearless Care-giver	Homewood	CapTel	H/HH	400	An Outreach Experts, Inc. representative exhibited CapTel	(OE)
<b>November 2015</b>							
2	ATAP	Statewide	EDP	D/HH	N/A	Emailed the 8 ATAP regional centers under the ATAP for updated contact info	
<b>December 2015</b>							
4	FCC TRS Website	Statewide	TRS, CapTel	H/D/HH	N/A	Provided updated AL Relay info to the POC for the POC to communicate to the FCC POC for updates to their website	
14	Postcard to Audiologists	Statewide	CapTel	H/HH	N/A	Printed and mailed the CapTel holiday postcards to 66 audiologists Statewide the state	
14 + 31	CapTel Radio PSA	Dothan	CapTel	H/HH	N/A	The CapTel public service announcement via radio was broadcast from 12/14 - 12/31 in Dothan for 69 spots	Focus is on the south-east region
<b>January 2016</b>							
8	FCC IP CTS Consent Decree	Statewide	IP TRS, IP CapTel	D/HH/H/STS	N/A	Sprint is required by the FCC IP CTS Consent Decree to train all Sprint employees and subcontractors whose work duties involve IP Relay or IP CTS. To comply, everyone who performs duties related to those two services must complete mandatory IP CTS Consent Decree compliance training before January 18, 2016.	McManus read, took notes, and reviewed this training and was certified on 1/8/2016.
19	Regional Center	Birmingham	Other	D/H/BLV	3	Visited with the Case Manager who explained employees' duties and this center's function	McManus, Branch

**Year 2015 – 2016 (continued):**

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
19	DAC Meeting	Birmingham	All	D/HH/H/ BLV	12	Meeting with the Director and Case Manager of the Birmingham Regional Center, Vocational Rehabilitation Counselors, Coordinator of mainstreamed school programs, representatives from specific groups, and others.	McManus, Branch
19	Alabama School for the Deaf	Tallapoosa	All	D/HH/H/ BLV	10	Met with the principal of the deaf school, resident advisors of a boys' dorm, a handful of students.	McManus, Branch
19	Slide Fund-raiser	Birmingham	All	D/HH/H/ BLV	25	Participated in this fund-raiser to raise funds for ASD programs and met with community members.	McManus, Branch
entire month	Consumers	Statewide	TRS, CapTel	D/HH/H	10	Assisted consumers with questions about their TRS relay charges, CapTel, and WDs.	
<b>February 2016</b>							
10	MARS FCC Report	Statewide	TRS, CapTel	D/HH/H/ BLV	N/A	Submitted this required document from Rolka Loube of Interstate TRS fund "rate and demand" information to the AL PSC.	The AL PSC filed with the FCC on 2/12.
11, 12	Speech & Hearing Association Convention	Birmingham	CapTel	H/HH	300	An Outreach Experts, Inc. representative exhibited CapTel at this 2-day event.	OBI (CG)
22	Annual Ethical Certification	Statewide	All	D/HH/H/ BLV	N/A	Sprint requires customer-facing employees to read through, pass quizzes, bookmark specific sites pertaining to their job, and be certified on this annual requirement.	Covered ethical and legal expectations, code of conduct, insider trading, records management, inclusion and diversity, customer proprietary network info, and others. McManus was certified on 2/22.
26	Follow-up CapTel Postcard	Statewide	CapTel	H/HH	44	Created a follow-up CapTel postcard to mail out to the ones who received the initial info (see Dec. 14 outreach). Sent 44 mailings to audiologists' offices.	Team effort.

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
Entire month	Consumers	Statewide	AT&T WD consumers	H/D	8	Assisted consumers with their questions on special- ized equipment, switched their WDs to the Data- Only Plan, and assisted with other questions.	
March 2016							
Entire month	Consumers	Statewide	WD	D/HH	N/A	Assisted consumers with their questions on WDs	
April 2016							
12	CapTel Media	Statewide	CapTel	H/HH/D	N/A	Developed and produced 2 PSAs in English on the CapTel 2400 phone and service. The PSAs are 15 and 30 seconds, and include extended length versions for YouTube, WMV and broadcast files.	Buell Advertising
18	Upcoming Events	Statewide	CapTel	H/HH/D	N/A	Researched, chose events that may be beneficial for CapTel to be demonstrated, and submitted requests to Sprint/DEI for consider- ation	Senior Lifestyle Expo, and the AL National Fair
19	CapTel Lunch Bags	Statewide	CapTel	H/HH/D	200	The Outreach Coordinator from the South Alabama Regional Planning Com- mission requested that the Sprint CapTel lunch bags be given to their Medicare/ Medicaid clients they work with	AL Relay manager had these CapTel bags shipped to their office
26	CapTel Nylon Totes	Statewide	CapTel	H/HH/D	1,000	Ordered, reviewed proofs, and shipped Sprint CapTel nylon tote bags to Outreach Coordinator of the South Alabama Regional Planning Commission. These tote bags will be given to Medi- care/Medicaid clients	This quantity will last the clients the rest of the year (to December 2016)
May 2016							



Year 2016 – 2017:

## Outreach Activities

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
JULY						
5-7	Regional team meeting and NAD Conference	Phoenix, AZ	All	D/HH/H	Not in Alabama, so did not track	Met with a third of the Sprint Relay team to review expectations and procedures. Exhibited all relay products and services at the National Association of the Deaf's 53rd Biennial Conference where 2,000 attended.
Entire Month	Consumers	Statewide	CapTel	All	5	Assisted consumers with their questions in obtaining a CapTel phone and the equipment distribution program.
AUGUST						
12	Upcoming events	Statewide	CapTel	H/HH/D	N/A	Researched and chose events for CapTel demonstrations. Provided OIE with additional info such as exhibitor form, requirements, etc. Submitted requests to OIE for consideration.
17-20	International Deaf Blind Expo	Orlando, FL	All	D/HH/H	Not in Alabama, so did not track	Exhibited all Sprint products and services, and obtained feedback from DB consumers on IP Relay services. 400 attended.
23	CapTel Nylon Bags	Baldwin County	CapTel	H/HH/D	1,200	Worked with the Area Agency on Aging for three weeks to update their Senior Lifestyle logo to high resolution for printing on the 1,200 CapTel nylon bags that will be handed out to each attendee at their Senior Lifestyle Expo in Robertsdale on 10/6. Reviewed proofs and worked with the vendor on printing specifications.

Year 2016 – 2017 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
SEPTEMBER						
13	Consent Decree Certification	Statewide	CapTel, IP Relay-related products and services	D/HH/H	N/A	Sprint is required by the FCC IP CTS Consent Decree to train all Sprint partners (employees) and subcontractors whose work duties involve IP Relay or IP CTS. All eligible must complete mandatory IP CTS Consent Decree compliance training. McManus received this certification.
15	Alabama Relay Annual Report	Statewide	TRS, CapTel, Sprint Relay News	H/HH/D	N/A	Submitted to the AL PSC the 22-page report on relay trends, outreach performed, and Sprint Relay news for the period of July 2015 - June 2016.
OCTOBER						
3	NPA-NXX Graphics	Statewide	TRS, CapTel	D/HH/H	N/A	Submitted to the AL PSC the TRS and CapTel map graphics on highest to lowest number of calls in specific areas across the state.
6	Senior Lifestyle Expo	Robertsdale	CapTel	H/HH	500	Alabama Relay and Sprint CapTel logos were advertised on commercials by TV 5 for one week, along with other major sponsors. OBI exhibited CapTel to attendees.
27	Fearless Caregiver	Birmingham	CapTel	H/HH	170	OBI exhibited to educate attendees on CapTel products and services.
NOVEMBER						
10	CTI Website	Statewide	CapTel	HH/H/D	N/A	Provided updates for Alabama CapTel on the CTI website; and confirmed ATAP contact info.
DECEMBER						
15	Alabama Relay Logo	Statewide	All	D/HH/H	N/A	Discussed with vendor on specifications for new Alabama Relay logo.
JANUARY						
6	Alabama Relay Website and Literature	Statewide	All	D/HH/H	N/A	Due to new contractual guidelines, updated the AL Relay website and literature on DeafBlind pacing phone number, Spanish translation services, and others.

Year 2016 – 2017 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
24	Alabama Relay Logo	Statewide	A	D/HH/H	N/A	Submitted various samples of the new Alabama Relay logo to state for final choice
FEBRUARY						
7	FCC MARS Data Collection Report	Statewide	TRF and CapTel	D/HH/H	N/A	Submitted to the state the required FCC annual report on data collection for review and filing
19	Ethics Certification	Statewide	A	D/HH/H	N/A	Completed and received Ethics (e-Comply) certification
21	Alabama Relay Logo	Statewide	A	D/HH/H	N/A	New logo was finalized
MARCH						
1	Consumer Complaints	Statewide	TRF and CapTel	D/HH/H	N/A	Reviewed and updated consumer complaints from June 2016-February 2017 for TRS and CapTel
14	Do Not Contact Certification	Statewide	A	D/HH/H	N/A	This annual mandatory requirement to review Sprint's Do Not Contact policies ensures that everyone understands what is expected of them at Sprint and to comply with law, including customer-facing interaction. McManus received this certification
16	Alabama Association of the Deaf Conference	Mobile	A	D/HH/H	N/A	Finalized the registration form, confirmed electrical hookup, specified ad spots, and provided artwork. Secured "Badges Host" sponsorship for AL Relay.
APRIL						
4-7	Deaf Seniors of America	Houston, TX	A	D/HH/H	Not in Alabama, so did not track	Exhibited all Sprint products and services. 800 attended conference
24	AL Relay Website	Statewide	A	D/HH/H	N/A	Updated all webpages with the new AL Relay logo.
MAY						
9	Tradeshow Collateral	Statewide	A	D/HH/H	N/A	Ordered ivory tablecloth and corn silk polo shirts for employees, and promotional items (beach towel clip and 4-port USB hub) with AL Relay logo

Year 2016 – 2017 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
12	AL Relay Service Numbers	Statewide	TRS and CapTel	D/HH/H	N/A	Confirmed with the Engineering team that all AL Relay service numbers continue to operate without glitches.
18	AL Relay Booklet	Statewide	TRS and CapTel	D/HH/H	N/A	Developed a 12-page booklet on Alabama Relay services and the ATAP equipment distribution program.
JUNE						
7-9	Alabama Association of the Deaf Conference	Mobile	All	D/HH/H	100	Exhibited relay services. AAD expressed gratitude several times for the sponsorship. The mini 4-port USB hub promotional item was hugely popular.
16	FCC Annual Report	Statewide	TRS and CapTel	D/HH/H	N/A	Submitted yearly report to PSC for review and submission to the FCC. Consists of compiled TRS- and CapTel-related complaints and resolutions from Alabama Relay consumers for June 1, 2016 to May 31, 2017.
26	Customer Profile Forms	Statewide	TRS and STS	D/HH	N/A	Updated the TRS and STS Customer Profile forms.
26	OEI	N/A	CapTel	HH/H/D	N/A	Submitted a request for, and provided the exhibitor form to OEI to possibly exhibit at the Senior Lifestyles Expo in: o Mobile on October 4 o Baldwin on October 12
27	Facebook	Statewide	All	D/HH/H	N/A	Requested that Social Media Coordinator create a Facebook page for Alabama Relay.

## Appendix G: Alabama Relay Public Service Announcements/Commercials

Year 2013 – 2014:

### **Public Service Announcement**

Alabama Relay produced and customized a low-cost, 30-second public service announcement (PSA) about the CapTel phone and service (see below). This PSA was distributed to all television stations across the state. Since it was not paid advertising, Alabama Relay requested that stations air it as often as possible throughout the year at their discretion.



Year 2014 – 2015 (Spanish audio and language):

## Public Service Announcements

During this reporting year, two thirty-second public service announcements (PSAs) about the Spanish TTY service and the Spanish CapTel phone and service were developed, produced, and reviewed for a fall/winter 2015 broadcast.



Year 2015 – 2016 (including Spanish audio and language):

## Public Service Announcements

During this reporting year, six public service announcements (PSAs) were developed and produced:

- 15-second and 30-second PSAs about Amplified/CapTel 840i in English
- 30-second PSAs about Amplified/CapTel 840i in Spanish
- 15-second and 30-second PSAs about CapTel 2400i in English with extended length versions for YouTube, WMV, and broadcast files
- 30-second radio PSA about CapTel services in English



In addition:

## CapTel Television

In August 2015, three PSAs about the internet-based Amplified/CapTel 840i phone and service were developed and produced by Epicosity. These will be broadcast in the winter of 2016-2017. Two of the PSAs are in English and are 15 and 30 seconds long, and one PSA is in Spanish and 30 seconds long.

In April 2016, two PSAs about the internet-based, touch-screen CapTel 2400i phone and service were developed and produced by Buell Advertising. These will be broadcast in the spring of 2017. Both PSAs are in English, are 15 and 30 seconds long, and include extended length versions for YouTube.

## CapTel Radio

Alabama Relay promoted the CapTel service by broadcasting a 30-second PSA on the radio. The PSA aired 89 times between December 14 and December 31, 2015, in the Dothan market on the adult contemporary radio station WOOF-FM.



## Appendix H: Alabama Relay Information in Directories

## Consumer Need to Know Information

## Alabama Relay Service Dial 7-1-1

This free public service, implemented by the Alabama Public Service Commission, allows customers who use Text Telephones (TTY) to communicate with others. Special operators translate TTY messages into speech for non-TTY users and vice versa. No charges apply to local calls. Long distance calls are billed at the regular rate. AT&T Alabama and other local telephone companies collect 15 cents per month per phone line from every customer to provide funds to operate Alabama Relay.

The fastest way for TTY users and hearing callers to reach Alabama Relay is to dial 7-1-1. The relay service allows communications between standard (voice) users and persons who are deaf, hard of hearing, deaf-blind, and speech-disabled using text telephones, captioned telephones (CapTel), or PCs via the internet. In addition to the 7-1-1 dialing option, Alabama Relay Service can be reached by calling the following toll-free access numbers:

1-800-548-2546 (TTY/ASCII)	1-800-548-8317 (Spanish TTY/Voice)	1-800-676-3777 (English)
1-800-548-2547 (Voice)	1-900-230-4323 (900 Services)	1-800-676-4290 (Spanish)
1-800-548-0259 (Voice Carry-Over)	For Customer Service (TTY/Voice/ASCII/	
1-800-548-2928 (Speech-to-Speech)	VCO/HCO)	

Alabama Relay is available 24 hours a day, 7 days a week, 365 days a year. Relay calls can be placed to anywhere in the United States as well as internationally to English or Spanish-speaking persons. Contact numbers can also be found online at [www.alabamarelay.com](http://www.alabamarelay.com).

Here's how Alabama Relay works: Someone who is deaf, hard-of-hearing, deaf-blind, or has a speech disability types on a Text Telephone. A Relay Operator reads the message to the voice user. The Relay Operator then types the voice user's words back to the TTY user. Each call is held strictly confidential. No record of the conversation is kept.

Please note that 7-1-1 is NOT an emergency number. In case of emergency, TTY users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. However, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the Relay Operator you have an emergency. The operator will then relay your call to the appropriate emergency service provider.

## Public Telephone Calls Using Relay Services

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

## TTY Operator/Directory Assistance

Call 1-800-855-4000

(TTY\* only. Nationwide service is provided by Sprint)

## Service Assistance Plans

If you receive benefits or assistance from one of the programs listed below or your income is at or below 135% of the Federal Poverty Level, you may qualify for the Lifeline Plan which offers financial assistance for residential phone service.

- Medicaid
- Supplemental Nutritional Assistance Program (SNAP) formerly Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing/Section 8
- Veterans and Survivors Pension Benefit

Proof of eligibility is required. For more information, call 1-800-288-2020

## AT&amp;T Contact

	Residence	Business
AT&T ALABAMA		
Establishing Phone Service ( <a href="http://att.com/newservice">att.com/newservice</a> )	1-800-288-2020	1-866-620-6000
Repair (24/7 or <a href="http://repair.att.com">repair.att.com</a> )	1-877-737-2478	1-866-620-6900
Billing ( <a href="http://att.com/pay">att.com/pay</a> )	1-800-288-2020	1-866-620-6000

## Public Utility Commission Contact

The Alabama Public Service Commission regulates AT&T Alabama and other utilities and is located at 2100 N Union St, RSA Union Montgomery, AL 36104.

Main Number:  
334-242-5218

Complaint Number:  
334-242-5211

In-State Toll-Free Number:  
1-800-392-8050

\*Text Telephone